VICON

Installation and Operation Manual

XX-204-70-00

VM-632LED High-Definition LED Monitor

LISTED
Commercial CCTV
Video Equipment
2C88

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Vicon Industries Inc. does not warrant that the functions contained in this equipment will meet your requirements or that the operation will be entirely error free or perform precisely as described in the documentation. This system has not been designed to be used in life-critical situations and must not be used for this purpose.

www.vicon-security.com

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Product specifications subject to change without notice.
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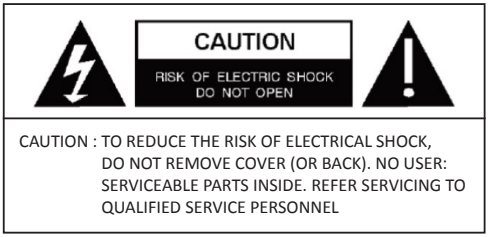
This Monitor was
Manufactured by ISO 9001
Certified Factory

Important Safeguards – Indoor Use

GRAPHIC SYMBOL EXPLANATION

The lightning bolt symbol alerts the user to the presence of dangerous voltage that may present the risk of electric shock.


CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
CAUTION : TO REDUCE THE RISK OF ELECTRICAL SHOCK,
DO NOT REMOVE COVER (OR BACK). NO USER:
SERVICEABLE PARTS INSIDE. REFER SERVICING TO
QUALIFIED SERVICE PERSONNEL

The exclamation point symbol alerts the user to the presence of important operating and maintenance instructions.

WARNING

To reduce a risk of fire or electric shock, do not expose this product to rain or moisture.

26. Read Instructions - Read all safety and operating instructions before the product is operated.
27. Retain Instructions - Retain all safety and operating instructions for future reference.
28. Heed Warnings - Pay attention to all product warnings.
29. Follow Instructions - Follow all operating instructions.
30. Installation and W iring - The equipment and all devices connected to it shall be installed and wired in accordance with the National Electrical Code, ANSI/NFPA 70.
31. Cleaning - (Do not use caustic , abrasive or aerosol cleaners)
    a) For units that CAN BE DISCONNECTED from the power source, use a damp cloth for cleaning.
    b) For units that CANNOT BE DISCONNECTED from the power source, use a damp cloth for cleaning and do not allow moisture or liquids to enter vents.
32. Attachments - Use only UL Listed Vicon recommended attachments to prevent unit damage and personal injury.
33. Water and Moisture - Use only products designed for outdoor environments where they will be exposed to water or moisture.
34. Accessories - Do not place the unit on an unstable surface to avoid falling. Use only UL Listed Vicon recommended mounting accessories.
35. Ventilation - Do not block ventilating slots and openings as they ensure reliable operation. Do not place the unit near a heat source or into an enclosure unless recommended by Vicon.
36. Grounding - Only products equipped with a 3-prong grounded plug should be inserted into a grounded power outlet. Contact an electrician to replace an obsolete outlet. Do not force a plug into a non-grounded outlet.
37. Power Cord Protect ion - Power supply cords should not be routed in trafficked areas or in tight spaces where they will be pinched or used to bear weight. Allow some slack in the cord where it enters the unit.
38. Lightning - Disconnect the product from its power source and cable system when possible to prevent damage due to lightning and power-line surges.
39. Power Lines • Do not locate outside cables over power or utility lines where they can fall and make direct contact. Contact with power lines can be fatal.
40. Overloading - Do not overload wall outlets and extension cords to prevent risk of fire and electric shock.
41. Object and Liquid Entry - Never probe through, or spill liquid into, enclosure openings to prevent risk of fire or electric shock.
42. Servicing - Refer all servicing to qualified service personnel.
43. Damage Requiring Service - Obtain service when:
    a) The power-supply cord or plug is damaged.
    b) Objects have fallen or liquid has been spilled into the product.
    c) The product is not designed for outdoor use and has been exposed to water or moisture.
    d) The product does not operate per the operating instructions. Perform Vicon recommended adjustments, modifications and troubleshooting only to avoid unit damage and personal injury.
    e) The product has been dropped.
    f) The product shows a significant change in performance.
44. Replacement Parts - Use only Vicon specified replacement parts or an approved equivalent to prevent unit damage and injury.
45. Safety Check - Request safety checks to be performed following repair or maintenance to verify proper operation.
46. ESD Precaution - Take all normal electrostatic discharge precautions to avoid component damage during installation and operation.
47. For 230 VAC Devices Only - When the disconnect device is not incorporated in the equipment or when the plug on the power supply is intended to serve as the disconnect device, follow the guidelines below:
    a) For permanently connected 230 VAC units, a readily accessible disconnect device must be incorporated into the site wiring.
    b) For 230 VAC units with a plug, the outlet must be installed near the unit and be easily accessible.
48. For Devices Requiring a Separate Power Supply - All devices requiring a separate power supply shall be powered by a UL Listed,Class 2 Power Supply.
49. Lithium Batteries Only:

WARNING

Fire and burn hazard. Do not recharge, disassemble, heat above 212°F or incinerate. Keep battery out of reach of children and in original package until ready to use. Dispose of used batteries promptly.

Risk of explosion if battery is replaced by incorrect type. Dispose of used batteries according to the instructions.

50. For Rack-Mounted Units Only – The following precautions apply to all rack-mounted units.
    a) Elevated Operating Ambient - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (Tma) specified by the manufacturer.

Important Safeguards – Indoor Use(Cont)

b) Reduced Air Flow - Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.

c) Mechanical Loading - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.

d) Circuit Overloading - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

e) Reliable Earthing - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).

Cautions

CAUTION

The power supply cord is used as the main disconnect device, ensure that the socket-outlet is located/installed near the equipment and is easily accessible.

ATTENTIONN

Le cordon d`alimentation est utillsé comme interrupteur général. La prise de courant doit être située ou installée à proximité du matériel et être facile d`accès

CAUTION TO SERVICE PERSONNEL

POWER SUPPLY CORD IS USED AS MAIN POWER DISCONNECT DEVICE IN THIS PRODUCT. UNPLUG THIS PRODUCT FROM THE WALL OUTLET BEFORE REMOVING THE BACK COVER AND SERVICING

EMISSION CHARACTERISTICS TESTED BY SEMKO

THIS PRODUCT HAS BEEN TESTED AND HAS SHOWN COMPLIANCE WITH THE NATIONAL SPECIFICATIONS SUCH AS SWEDISH MPR 1990.10.(MPR II)

► NEVER REMOVE THE BACK COVER

Removal of the back cover should be carried out only by qualified personnel.

► DO NOT USE IN HOSTILE ENVIRONMENTS

To prevent shock or fire hazard, do not expose the unit to rain or moisture.
This unit is designed to be used in the office or home. Do not subject the unit to vibrations, dust of corrosive gases.

► KEEP IN A WELL VENTILATED PLACE

Ventilation holes are provided on the cabinet to prevent the temperature from rising.
Do not cover the unit or place anything on the top of unit.

► AVOID HEAT

Avoid placing the unit in direct sunshine or near a heating appliance.

► TO ELIMINATE EYE FATIGUE

Do not use the unit against a bright back ground and where sunlight or other light sources will shine directly on the monitor.

► BE CAREFUL OF HEAVY OBJECT

Neither the monitor itself nor any other heavy object should rest on the power cord.
Damage to a power cord can cause fire or electrical shock.

FCC Notice

Note: Complies with Federal Communications Commission Rules & Regulations Part 15, Subpart B for a Class A digital device.

WARNING

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instruction, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class A computing device in accordance with the specification in subpart B of part 15 of the FCC rules, which are designed to provide reasonable protection against such interference in a commercial installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the equipment with respect to the receiver.
- Relocate the equipment away from the receiver.
- Plug the equipment into a different electrical outlet so that the equipment and receiver are on different branch circuits.

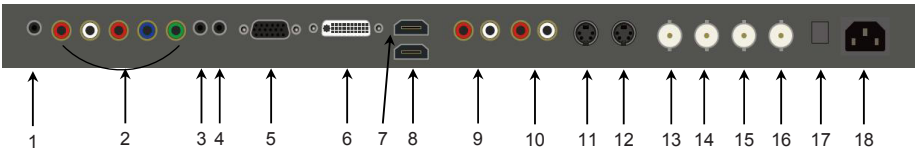
If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.
The user may find the following booklet prepared by the Federal Communications Commission helpful:
"Interference Handbook, Bulletin CIB-2"
This booklet is available from the U.S. Government Printing Office, Superintendent of Documents, Mailstop SSOP, Washington, D.C. 20402-9328, ISBN 0-16-045542-1.

⚠ ***Warning:*** *Power must be removed from this unit before removing circuit modules or cables.*

⚠ ***Caution:*** *This unit contains circuit cards with integrated circuit devices that can be damaged by static discharge. Take all necessary precautions to prevent static discharge.*

Connecting with external equipment

BACK PANEL CONTROL



1. TRIGGER INPUT
2. COMPONENT AUDIO L/R IN & COMPONENT Y/Pb/Pr IN
3. AUDIO OUT (Speaker)
4. PC AUDIO IN
5. PC RGB IN
6. DVI IN
7. HDMI1 IN
8. HDMI2 IN
9. AV2 AUDIO R/L IN
10. AV1, S-VIDEO AUDIO R/L IN
11. S-VIDEO OUT
12. S-VIDEO IN
13. AV2 OUT
14. AV2 IN
15. AV1 OUT
16. AV1 IN
17. DC12V OUT(CAMERA USE)
18. AC IN (POWER)

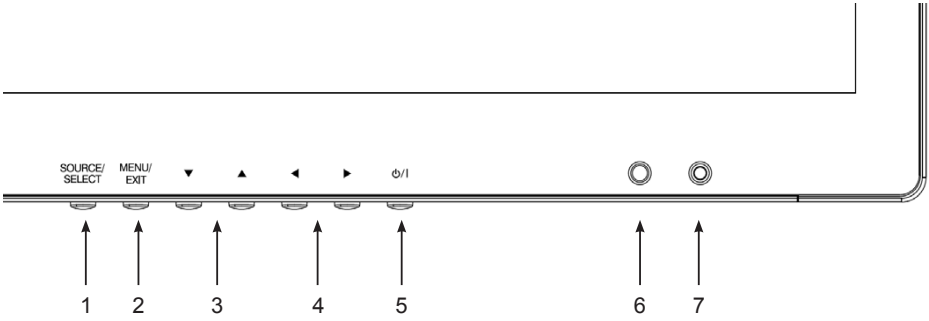
Remote functions

REMOTE CONTROLLER(Optional)

1. **POWER(⏻)**
   Turns the power ON or OFF. There will be a few seconds delay before the display appears.
2. **SOURCE**
   Selects an input source.
3. **AUTO**
   Auto geometry adjustment in the RGB PC source.
4. **HOLD**
   Stops the Trigger & Auto switching functions.
5. **MUTE**
   Mutes the sound.
6. **MENU**
   Activates and exits the On Screen Display.
7. **EXIT**
   Exits the On Screen Display.
8. **VOL(◄ & ►)**
   Increases or decreases the level of audio volume.
9. **UP/DOWN**
   Moves upwards or downwards in the OSD menu.
10. **ENTER**
    Enters an OSD submenu or accepts your selection.
11. **INFO**
    Displays the information about input source.
12. **STILL**
    Pauses the picture.
13. **PIP (Picture In Picture)**
    Activates the PIP mode.
14. **P.INPUT**
    Changes the source of sub-picture in the PIP mode.
15. **P.POS**
    Changes the position of sub-picture in the PIP mode.
16. **P.SIZE**
    Changes the sizes of sub and main pictures in the PIP mode.
17. **SWAP**
    Alternates between sub and main pictures in the PIP mode.
18. **ARC (Aspect Ratio Control)**
    Selects a screen ratio.
19. **APC (Auto Picture Control)**
    Selects a picture mode.
20. **ACC (Auto Color Control)**
    Selects a color mode.
21. **S.SET**
    Selects the source of sound between main and sub pictures in the PIP mode.
22. **PC**
    Selects a PC mode(PC, DVI & HDMI).
23. **AV**
    Selects an AV mode(AV1, AV2 & S-Video).
24. **COMP**
    Selects the Component mode.

Controls and functions

FRONT KEY CONTROL



1. **SOURCE/SELECT**
   Select PC or video. Select On Screen Display menu.
2. **MENU/EXIT**
   Activate and exit the On Screen Display.
3. **▼ / ▲**
   These buttons allow user to enter the sub-menu of the activated function.
   The up(▲) button is HOLD function and stop the Trigger & Auto switching functions.
4. **◄ / ►**
   Adjust the volume and menu settings.
5. **POWER**
   ON/OFF(⏻ / I) Turns the power ON or OFF. There will be a few seconds delay before the display appears.
6. **POWER LED**
   The power LED lights with green when the power is turned ON. The power is turned off by pressing the power switch again and the power LED goes Red.
7. **IR Sensor**
   Remote controller sensor.

Controls and functions

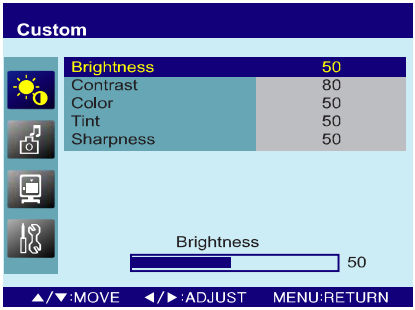
OSD MENU DESCRIPTION

All picture, sound settings and setup for the monitor can be adjusted in the OSD menu. (On Screen Display)

To adjust the OSD screen:

1. Press the **Menu** button to enter the OSD menu.
2. Press the ▲/▼ buttons to select the desired option. The selected option is highlighted.
3. Press the ► button to enter the submenu for adjusting items.
4. Change the value you wish to adjust by using the ◄/ ► buttons.
5. Press the ◄ button to exit the submenu for adjusting items.
6. Press the **Menu** button to exit the OSD menu.

A. Custom

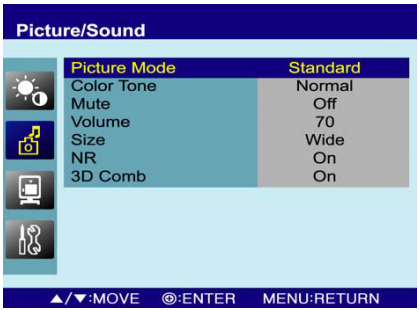


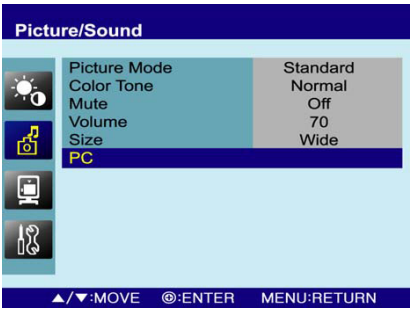
Option	Function	Value
Brightness	Adjusts brightness of the screen.	0 ~ 100
Contrast	Adjusts intensity of the image.	0 ~ 100
Color [1)]	Adjusts color of the picture.	0 ~ 100
Tint [1) 2)]	Adjusts tint of the picture.	0 ~ 100
Sharpness [1)]	Adjusts sharpness of the picture.	0 ~ 100

1) Unavailable in RGB PC, DVI, HDMI1 and HDMI2.
2) Unavailable in Component mode and PAL system.

Controls and functions

B. Picture/Sound





Option	Function	Value
Picture Mode	Sets picture mode.	See table below
Color Tone	Sets color tone.	See table below
Mute	Mutes speaker sound.	Off or On
Volume	Adjust the level of audio volume.	0 ~ 100
Size	Display picture size.	See table below
NR [1)]	Reduces noise of the picture.	On or Off
3D Comb [2)]	Activates the 3D comb filter.	On or Off
PC [3)]	See table below.	

1) Unavailable in RGB PC, DVI, HDMI1 and HDMI2.
2) Unavailable in S-Video, RGB PC, DVI, HDMI1, HDMI2 and Component.
3) Only available in RGB PC

Picture Mode

Custom	Applies user selected values.(Brightness, Contrast, Color, Tint and Sharpness)
Dynamic	Provides enhanced contrast and sharpness.
Standard	Provides standard contrast and sharpness.
Movie	Is recommended for viewing film-based content.
Mild	Reduces contras and sharpness.

Controls and functions

Color Tone

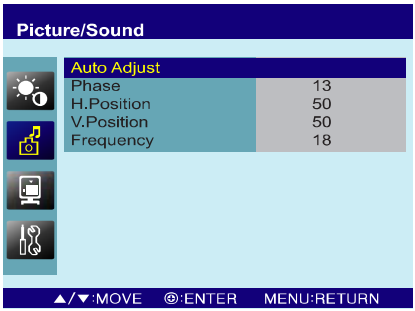
Cool	Gives the white color a bluish tint.
Normal	Gives the white color a neutral tint.
Warm	Gives the white color a reddish tint.
User	To manually adjust the color tones(Red, Green, and Blue).

Size

4:3	Sets the image size to 4:3
Panorama [1)]	Sets the image to panorama
Zoom1 [1)]	Expands the image size about two times to upward and downward
Zoom2 [1)]	Expands the image size about one and half times to upward and downward
Wide	Sets the image size to wide
Under [2)]	Adjusts the image size to display resolution without overscan
1:1 [1)]	Adjusts the image size to input resolution with overscan

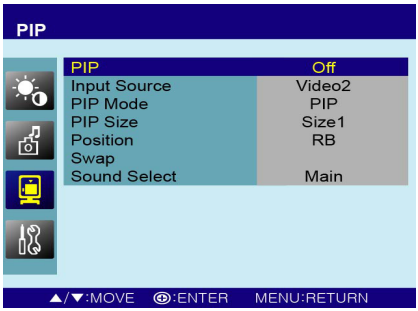
1) Unavailable in RGB PC, DVI, HDMI1, HDMI2 and Component.
2) Unavailable in RGB PC.

PC



Option	Function	Value
Auto Adjust	Auto geometry adjustment.	
Phase	Adjusts the number of horizontal picture elements.	0 ~ 100
H-Position	Adjusts the horizontally picture position.	0 ~ 100
V-Position	Adjusts the vertically picture position.	0 ~ 100
Frequency	Adjusts the vertical noise of screen image.	0 ~ 100

C. PIP



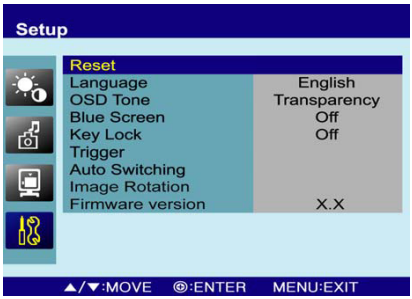
Option	Function	Value
PIP	Activates the PIP feature.	Off or On
Input Source	Selects the input source for the PIP area.	See table below
PIP Mode	Enables 3 screen size.4:3 side by corner, 4:3 side by 4: 3, and full screen side by side.	PIP, PBP1 or PBP2
PIP Size	Selects the size of PIP screen.	Size1, Size2 or Size3
Position	Selects the position of PIP screen. **R**ight of **B**ottom, **L**eft of **B**ottom, **L**eft of **T**op and **R**ight of **T**op.	RB, LB, LT or RT
Swap	Alternates between the main and sub picture	
Sound Select	Selects the sound source from either the Main or PIP	Main or Sub

Input Source

	Main	Sub
Available combination	AV1, AV2 or S-Video	AV1, AV2 or S-Video
	AV1, AV2 or S-Video	RGB PC, DVI, HDMI1, HDMI2 or Component
	RGB PC, DVI, HDMI1, HDMI2 or Component	AV1, AV2 or S-Video
Unavailable combination	RGB PC, DVI, HDMI1, HDMI2 or Component	RGB PC, DVI, HDMI1, HDMI2 or Component

Controls and functions

D. Setup



Option	Function	Value
Reset	Resets the monitor settings to their factory default.	
Language	Sets the language of the OSD menu.	English, French, Deutsch, Italian, Spanish, Portuguese or Nederland
OSD Tone	Changes background of monitor menus. (e.g. input source & information)	Transparency or On
Blue Screen	Displays a blue screen if the monitor receives no signal.	Off or On
Key Lock[1)]	Locks all buttons of the monitor. **Note**: Use remote controller to unlock.	Off or On
Trigger	See table below	
Auto Switching	See table below	
Image Rotation[2)]	Activates the Image Rotation function.	Off or On

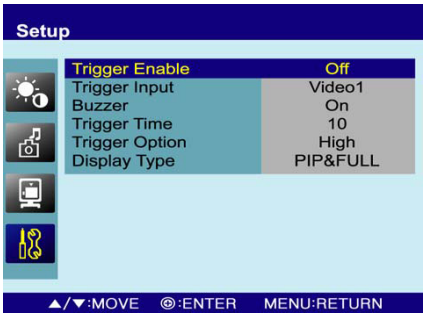
1) How to unlock
① On the front key: Press the MENU and ▲ button at the same time over 3 seconds.
② On the Remote Controller: The Remote Controller operates well because the Key Lock function is only allowed for the front key of this product.
2) The displayed image is slightly moved to prevent image persistence when the Image Rotation function is On. The user is able to adjust the image rotation time from 0~10Min. in the sub-menu of image rotation.

* Image persistence
When an LCD panel is continuously displaying the same image(graphic) for a long period of time, a trace of the image can remain visibly. Image persistence is not a product defect, and all LCD products are subject to image persistence.

Controls and functions

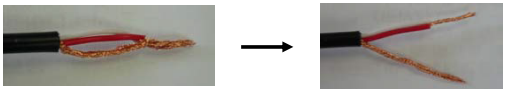
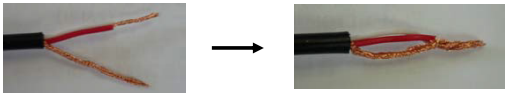
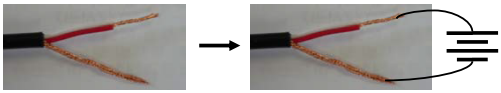
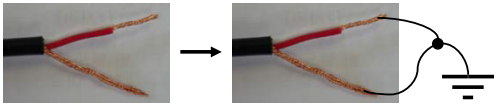
* NOTICE: When watching moving images on a computer or a DVR through this monitor using a PC- RGB, DVI or HDMI input, you can see blurred images on the edge of icons and pop-up windows but, this is not a defect. The blur may appear on the fixed images such as another icon and pop-up window because the 120Hz feature is focused on fast moving images to enhance the quality of moving image.

Motion Detection (Built-in PIR sensor; Passive Infra-Red)

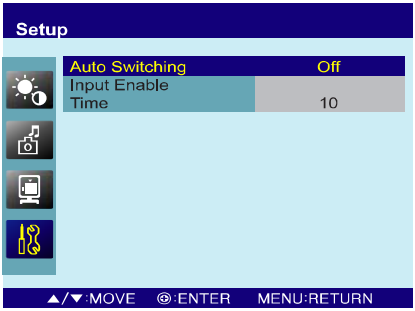


Option	Function	Value
Trigger Enable	Activates the trigger feature.	Off or On.
Trigger Input	Selects the input source for the Trigger.	AV1, AV2, S-Video, RGB PC, DVI, HDMI1, HDMI2 and Component
Buzzer	Activates an audible signal when the monitor receives an trigger signal.	On or Off.
Trigger Time	Selects the amount of time, in seconds, that the monitor displays the trigger Input image.	3 ~ 100.
Trigger Option	Selects the type of physical trigger input.	See table below.
Display Type	Selects the mode in which the monitor displays the Trigger Input. The monitor takes one of the following actions: - PIP & FULL: Displays the Trigger Input in the PIP of the current video input source. **Note**: The main video source must support the Trigger Input source as a PIP option. See section "**Input Source**" in "**C. PIP**". - FULL: Switches the display to show the Trigger Input in the full screen.	PIP & FULL or FULL.

Controls and functions

N/C(**N**ormally **C**losed): The Trigger function is activated when the trigger cable is opened.	
N/O(**N**ormally **O**pened): The Trigger function is activated when the trigger cable is closed.	
High: The Trigger function is activated when the trigger signal is DC 2~5[V].	
Low: The Trigger function is activated when the trigger signal is DC 0~0.6[V]. **Note**: In this case, trigger port has high status electrically, so the trigger cable has to have ground(or earth) status to be activated.	

Auto Switching

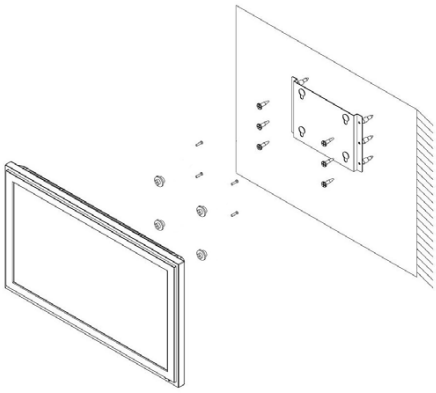


Option	Function	Value
Auto Switching	Activates the Auto Switching feature.	Off or On
Input Enable	Opens another menu and you can select the input sources to include in the Auto Switching cycle.	AV1, AV2, S-Video, RGB PC, DVI, HDM1, HDMI2 and Component
Time	Selects the amount of time, in seconds, that the monitor displays each selected input source.	3 ~ 100

Mounting Guide

Wall mounting (Optional)

The LCD monitors are suitable for VESA standard wall mount (not included in the delivery).



< 32 inch >

- 32-inch: VESA 200mm x 200mm

Attention

You must use four M6x8 screws to assemble this monitor and the wall mount bracket.

Warning

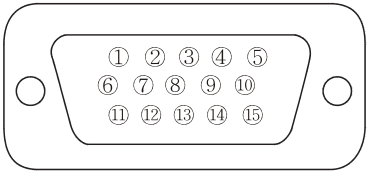
If user use longer than M6x8(32inch) it may cause the damage on the unit. Please follow instructed bolt size & length.

D-SUB connector pin assignment

► PIN ASSIGNMENTS

Pin 1	RED VIDEO	9	
2	GREEN VIDEO	10	SIGNAL CABLE DETECT
3	BLUE VIDEO	11	GROUND
4	GROUND	12	SDA(for DDC)
5	GROUND	13	H-SYNC.(or H+V SYNC.)
6	RED GROUND	14	V-SYNC.
7	GREEN GROUND	15	SCL(for DDC)
8	BLUE GROUND		

D-SUB



► ACCESSORIES

1. Power cord
2. User's manual
3. HDMI cable
4. Trigger cable
5. Stereo cable
6. Remote controller
7. Batteries
8. Wall mount (Option)

Power management

POWER CONSUMPTION

MODE	POWER CONSUMPTION
ON	< 55W
POWER OFF	< 1W

LED INDICATOR

The power management feature of the monitor is comprised of four stages: On(Green) and Unsupported mode(Green)

MODE	LED COLOR	MONITOR OPERATION
ON	GREEN	Normal Operation
UNSUPPORTES MODE	GREEN	Normal operation but the on screen Display will show error massage
POWER OFF	RED	Not Operation

Specifications

		32"
LCD-Type	Type	32" Diagonal AM-TFT (Active-Matrix)
	Pixel pitch(mm)	0.36375(H) x 0.36375(V)
	BRIGHTNESS	350cd/m² (Typical)
	CONTRAST RATIO	3000:1(Typical)
	VIEWING ANGLE	178°/178°(H/V)
	RESPONSE TIME	6.5msec (Gray to Gray)
RESOLUTION (H x V)		1920X1080 @60Hz
FREQUENCY		HORIZONTAL: 31~80KHz, VERTICAL: 56~75Hz
INPUT SIGNAL		VIDEO(2ch input 1.0Vp-p, 75Ω terminated, loop-through out)
		S-VIDEO(1ch input (Y/C), loop-through out)
		COMPONENT (Y,Pb,Pr, Sound L/R)
		DVI (Digital Video Interface)
		HDMI1, HDMI2 (High Definition Multimedia Interface)
		PC RGB
		AV(composite) Sound in/Out
		PC Stereo Sound
		Audio Out
ACTIVE DISPLAY AREA (W x H)		698.4 X 392.85 mm
PACKING DIMENSIONS (W x H x D)		790mm x 580mm x 220mm (31.10" x 22.83" x 8.66")
WEIGHT	Net	13 kg (28.66 lbs)
	Gross	17.3 kg (38.14 lbs)
ELECTRICAL RATINGS		100-240V~, 50/60Hz (Auto Switching)

►► **NOTE :** Technical specifications are subject to change without notice.

Troubleshooting guide

TROUBLE	TROUBLESHOOTING TIP
No image on display screen	1. Check that power cord of the Monitor have been connected securely into wall outlet or grounded extension cable or strip. 2. Power switch should be in the ON position and LED is lit. 3. Check that the Brightness and/or the Contrast adjustments of the Display have not been turned down to minimum levels.
"NO SIGNAL" message on screen	1. The signal cable should be completely connected to the video card/computer. 2. The video card should be completely seated in its slot and the computer is switched ON.
Display image is not centered, too small or too large in PC mode	Push the down key in front side or Auto key in remote controller.
Vertical or Horizontal noise is present in the picture	Adjust Clock and Phase in the OSD.

WEEE Symbols

Correct Disposal of This Product (Waste Electrical & Electronic Equipment)
(Applicable in the European Union and other European countries with separate collection systems)

This marking shown on the product or its literature, indicates that it should not be disposed with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Shipping Instructions

Use the following procedure when returning a unit to the factory:

1. Call or write Vicon for a Return Authorization (R.A.) at one of the locations listed below. Record the name of the Vicon employee who issued the R.A.

   Vicon Industries Inc.
   131 Heartland Boulevard
   Edgewood, NY 11717
   Phone: 631-952-2288; Toll-Free: 1-800-645-9116; Fax: 631-951-2288

   For service or returns from countries in Europe, contact:

   Vicon Industries (U.K.) Ltd
   Brunel Way
   Fareham, PO15 5TX
   United Kingdom
   Phone: +44 (0)1489/566300; Fax: +44 (0)1489/566322

2. Attach a sheet of paper to the unit with the following information:
   a. Name and address of the company returning the unit
   b. Name of the Vicon employee who issued the R.A.
   c. R. A. number
   d. Brief description of the installation
   e. Complete description of the problem and circumstances under which it occurs
   f. Unit's original date of purchase, if still under warranty

3. Pack the unit carefully. Use the original shipping carton or its equivalent for maximum protection.

4. Mark the R.A. number on the outside of the carton on the shipping label.

Vicon Standard Equipment Warranty

Vicon Industries Inc. (the “Company”) warrants your equipment to be free from defects in material and workmanship under Normal Use from the date of original retail purchase for a period of three years, with the following exceptions:

1. Monitors, all models: One year from date of original retail purchase.
2. Uninterruptible Power Supplies: Two years from date of original retail purchase.
3. VDR-700 Recorder Series: One year from date of original retail purchase.
4. V5616MUX: One year from date of original retail purchase.
5. Arecont Cameras: One year from date of original retail purchase.
6. FMC series fiber-optic media converters and associated accessories: Lifetime warranty.
7. For PTZ cameras, “Normal Use” excludes prolonged use of lens and pan-and-tilt motors, gear heads, and gears due to continuous use of “autopan” or “tour” modes of operation. Such continuous operation is outside the scope of this warranty.
8. Any product sold as “special” or not listed in Vicon’s commercial price list: One year from date of original retail purchase.

Date of retail purchase is the date original end-user takes possession of the equipment, or, at the sole discretion of the Company, the date the equipment first becomes operational by the original end-user.

The sole remedy under this Warranty is that defective equipment be repaired or (at the Company’s option) replaced, at Company repair centers, provided the equipment has been authorized for return by the Company, and the return shipment is prepaid in accordance with policy.

The Company will not be obligated to repair or replace equipment showing abuse or damage, or to parts which in the judgment of the Company are not defective, or any equipment which may have been tampered with, altered, misused, or been subject to unauthorized repair.

Software supplied either separately or in hardware is furnished on an “As Is” basis. Vicon does not warrant that such software shall be error (bug) free. Software support via telephone, if provided at no cost, may be discontinued at any time without notice at Vicon’s sole discretion. Vicon reserves the right to make changes to its software in any of its products at any time and without notice.

This Warranty is in lieu of all other conditions and warranties express or implied as to the Goods, including any warranty of merchantability or fitness and the remedy specified in this Warranty is in lieu of all other remedies available to the Purchaser.

No one is authorized to assume any liability on behalf of the Company, or impose any obligations on it in connection with the sale of any Goods, other than that which is specified above. In no event will the Company be liable for indirect, special, incidental, consequential, or other damages, whether arising from interrupted equipment operation, loss of data, replacement of equipment or software, costs or repairs undertaken by the Purchaser, or other causes.

This warranty applies to all sales made by the Company or its dealers and shall be governed by the laws of New York State without regard to its conflict of laws principles. This Warranty shall be enforceable against the Company only in the courts located in the State of New York.

The form of this Warranty is effective May 4, 2012.

THE TERMS OF THIS WARRANTY APPLY ONLY TO SALES MADE WHILE THIS WARRANTY IS IN EFFECT. THIS WARRANTY SHALL BE OF NO EFFECT IF AT THE TIME OF SALE A DIFFERENT WARRANTY IS POSTED ON THE COMPANY’S WEBSITE, WWW.VICON-SECURITY.COM. IN THAT EVENT, THE TERMS OF THE POSTED WARRANTY SHALL APPLY EXCLUSIVELY.

MEMO

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